# CMS Net

## HIS Alerts

# Preface

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This guideline is for training
and internal use only.

# Notes

**Insurance Coverage**

Once you have saved a record(s) on the Insurance Coverage Screen, if the case status is "Active, a transaction is generated and the record (s) is/are sent to the HIS database. The fiscal intermediary will use this information for claims payment (cost avoidance) and Third Party Liability will use this information for post payment recovery. Error and alert reports will be generated and included in your MEDS error and alert reports which are mailed to you. The table in the following pages includes the error and alerts that may be generated and how you can correct the record to result in a successful transaction/update.

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---------|---------|--------|------------|----------|----------|
| 01 | F | REJECT | DUPLICATE SSN AND CARRIER CODE FOUND | Error is generated when more than one HI39 transaction for the same client and insurance carrier is transmitted to HIS on the same day. Note: If multiple HI39 transactions for the same client and insurance carrier are transmitted to HIS on the same day, the HI39 transaction with the most recent Creation Date/Time will be processed and the others will receive error 01. | Resubmit the record that didn't successfully transmit to the HIS database. (Perform a "Save" function on the carrier record that rejected.) |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | For W | Action | Alert Text | Comments | Response |
|---------|-------|--------|------------|----------|----------|
| 02 | F | REJECT | RESPONSE RECORD NAME AND BIRTHDATE DOES NOT MATCH MEDS | Error is generated when at least one of the following conditions is met:<br>1) The first seven characters of the HI39 Client Last Name match the first seven characters of the MEDS Last Name<br>    AND<br>the HI39 Client First Name does not match the MEDS First Name.<br>2) The first seven characters of the HI39 Client Last Name match the first seven characters of the MEDS Client Last Name<br>    AND<br>the first six characters of the HI39 Client First Name match the first six characters of the MEDSDB Client First Name<br>    AND<br>the HI39 DOB month and DOB day match the MEDSDB DOB month and DOB day, respectively<br>    AND<br>the HI39 DOB year does not match the MEDSDB DOB year; specifically, the years must differ by three or more years. | Verify the client's name and/or birthdate. If the client's name and/or birthdate are correct in CMS Net, notify the appropriate agency to have the information corrected on MEDS. If the client's name and/or birthdate are incorrect, correct the fields in CMS Net and resubmit the other health coverage information to HIS. |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---------|---------|--------|------------|----------|----------|
| 03 | F | REJECT | RESPONSE SSN DOES NOT HAVE A MATCHING MEDS RECORD | Error is generated when the HI39 CIN does not match to a MEDS record. Note: This error may be out of date because a CIN that doesn't match to MEDS will be reported as error 53. | No action required, this will be addressed via Error 53. |
| 04 | F | REJECT | CARRIER CODE NOT VALID ON HIS CARRIER MASTER FILE | This error may be out of date because a carrier that doesn't match to the Carrier Master File will be reported to as an error to Third Party Liability (TPL) Branch. | No action required, this will be reported to the Third Party Liability Branch. |
| 05 | F | REJECT | STATUS CODE OF CARRIER NOT ACTIVE | Error is generated when the HI39 Insurance Company information is matched to a suspended Carrier record on the Carrier Master file. (The matching Carrier Master record will have a value of "P" in the Status Code field.) | Verify and correct the CMS Net insurance company information. Resubmit the other health coverage information to HIS. |
| 06 | F | REJECT | MEDS RECORD MINOR CONSENT | Error is generated when the HI39 record matches to a MEDS record with:<br>• a Restricted Services Code that indicates Minor Consent code "009".<br>• a Government Responsibility Code less than "6". | Verify the CIN for this client. Correct the CIN or establish a new CIN. Resubmit the other health coverage information to HIS using the corrected CIN. |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---|---|---|---|---|---|
| 07 | F | REJECT | NO ELIGIBILITY ON MEDS | Error is generated when the HI39 record matches to a MEDS record with:<br>• a Government Responsibility Code less than "6".<br>• no Medi-Cal eligibility in history, current, and pending eligibility status. (The eligibility status in segments 01, 04, 51, 21, 22, 32, 71, 72, and 82 must be spaces or greater than "599" for this error to occur.) | Verify the CIN for this client. If the CIN is correct, contact the CMS Net Help Desk. If the CIN is incorrect, resubmit the other health coverage information to HIS using the corrected CIN. |
| 08 | F | REJECT | MEDS RECORD IS CCS, GHPP, HF, IE/RR, FOOD STAMP, FROZEN OR CONDENSED | Error is generated when the HI39 record matches to a MEDS record with a Government Responsibility Code greater than "6". | Verify the CIN for this client. If the CIN is correct, contact the CMS Net Help Desk. If the CIN is incorrect, resubmit the other health coverage information to HIS using the corrected CIN. |
| 11 | F | REJECT | POLICY START DATE IS NOT NUMERIC OR SPACES | Error is generated when the HI39 Policy Start Date contains non-numeric characters and does not equal spaces. | If the Policy Start Date is numeric or blank, contact the CMS Net Help Desk. If the Policy Start Date is invalid, resubmit the other health coverage information using a Policy Start Date with a numeric value or blanks. |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---|---|---|---|---|---|
| 12 | F | REJECT | POLICY END DATE IS NOT NUMERIC OR SPACES | Error is generated when the HI39 Policy End date contains non-numeric characters and does not equal spaces. | If the Policy End Date is numeric or blank, contact the CMS Net Help Desk. If the Policy End Date is invalid, resubmit the other health coverage information using a Policy End Date with a numeric value or blanks. |
| 13 | F | REJECT | POLICY END DATE IS NOT VALID | Error is generated when the HI39 Policy Start Date is numeric or spaces AND the HI39 Policy End Date month, day, or year is invalid. For example, the month is not = "01" through "12", the day is not = "01" through "31" (specific to the month), century is not "18", "19", or "20", or the century/year is not "9999". | If the Policy End Date is a valid date, contact the CMS Net Help Desk. If the Policy End Date is an invalid date, resubmit the other health coverage information using a valid Policy End Date. |
| 14 | F | REJECT | POLICY START DATE IS NOT VALID | Error is generated when the HI39 Policy Start Date month, day, or year is invalid. For example, the month is not = "01" through "12", the day is not = "01" through "31" (specific to the month), or the century is not "18", "19", or "20". | If the Policy Start Date is a valid date, contact the CMS Net Help Desk. If the Policy Start Date is an invalid date, resubmit the other health coverage information using a valid Policy Start Date. |
| 15 | F | REJECT | POLICY START DATE GREATER THAN POLICY END DATE | Error is generated when all of the following conditions are met: <br>• The HI39 Policy Start Date is numeric. <br>• The HI39 Policy End Date is numeric. <br>• The HI39 Policy Start Date is greater than the HI39 Policy End Date. | If the Policy Start Date is less than or equal to the Policy End Date, contact the CMS Net Help Desk. If the Policy Start Date is greater than the Policy End Date, resubmit the other health coverage information using a Policy Start Date that is less than or equal to the Policy End Date. |

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---|---|---|---|---|---|
| 16 | A | ALERT | RESPONSE SCOPE WAS OVERLAID BY HIS CARRIER MASTER FILE SCOPE | Error is generated when the HI39 Scope of Coverage (if present) differs from the Scope of Coverage for the matching Carrier Master record. | No action is required. HIS has been updated with the CMS Net other health coverage information. |
| 17 | F | REJECT | POLICY START DATE CANNOT BE GREATER THAN FUTURE PENDING MONTH | Error is generated when the HI39 Policy Start Date occurs in or after the MEDS Future Pending Month. The MEDS Future Pending Month is the MEDS Current Month plus two months. | Resubmit the other health coverage information with a Policy Start Date that falls prior to the MEDS Future Pending Month. |
| 18 | F | REJECT | CARRIER CODE, SUBSCRIBER NAME/DOB, OR POLICY HOLDER NAME IS SPACE | Error is generated when one of the following fields on the HI39 transaction contains spaces: <br>• Client Last Name <br>• Client First Name <br>• Policy Holder Name Last Name <br>• Policy Holder First Name <br>Note: Invalid Carrier Code and Birthdate will result in errors other than 18. | If the Client Last Name, Client First Name, Policy Holder Last Name, and Policy Holder First Name all contain non-blank values, contact the CMS Net Help Desk. If the Client Last Name, Client First Name, Policy Holder Last Name, or Policy Holder First Name are blank, correct the appropriate field and resubmit the other health coverage information to HIS. |
| 19 | F | REJECT | POLICY HOLDER SSN AND POLICY NUMBER CANNOT BOTH BE SPACES | Error is generated when both the HI39 Policy Holder SSN contains spaces and the HI39 Policy Number contains spaces. | If either the Policy Holder SSN or the Policy Number contain a non-blank value, contact the CMS Net Help Desk. If both the Policy Holder SSN and the Policy Number are blank, correct one or both of the fields and resubmit the other health coverage information. |

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| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---|---|---|---|---|---|
| 20 | F | REJECT | POLICY END DATE CANNOT BE GREATER THAN PENDING MONTH | Error is generated when the HI39 Policy End Date occurs in or after the MEDS Future Pending Month. The MEDS Future Pending Month is the MEDS Current Month plus two months. | Resubmit the other health coverage information using a Policy End Date that falls prior to the MEDS Future Pending Month. |
| 51 | F | REJECT | NO IDS ON TRANSACTION | Error is generated when both the CIN and MEDS ID are not included on the HI39 transaction. | Contact the CMS Net Help Desk. |
| 52 | F | REJECT | MEDS ID/BIRTHDATE CONFLICT | Error is generated when at least one of the following conditions is met:<br>1) First six characters of HI39 Client Last Name do not equal the first six characters of the MEDS Client Last Name<br>    AND<br>HI39 Birthdate Year does not equal the MEDS Birthdate Year.<br>2) First six characters of HI39 Client Last Name do not equal the first six characters of the MEDS Client Last Name<br>    AND<br>HI39 Birthdate Month/Day do not equal the MEDS Birthdate Month/Day. | Verify the client's name and/or birthdate. If the client's name and/or birthdate are correct in CMS Net, notify the appropriate agency to have the information corrected on MEDS. If the client's name and/or birthdate are incorrect, correct the fields in CMS Net and resubmit the other health coverage information to HIS. |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F o r W | Action | Alert Text | Comments | Response |
|---------|---------|--------|------------|----------|----------|
| 53 | F | REJECT | NO MEDS RECORD FOUND | Error is generated when the HI39 CIN (and HI39 MEDS ID if present) do not match to a record on the MEDS database. | Submit a CMS Net transaction to establish CCS/GHPP eligibility on MEDS by saving an "Active" status on Client Eligibility and resubmit the other health coverage information to HIS (perform a "Save" on the insurance record that was rejected. |
| 56 | F | REJECT | REQUIRED FIELD(S) NOT PRESENT ON TRANSACTION | Error is generated when one of the following conditions is true:<br>1) HI39 Transaction Code is not "HI39"<br>2) HI39 Source System ID is not "CCS" or "GHP"<br>3) HI39 Creation Date is not numeric<br>4) HI39 Creation Time is not numeric<br>5) HI39 Birthdate is not numeric<br>6) HI39 Insurance Company Name is not present<br>7) HI39 Insurance Company City is not present<br>8) HI39 Insurance Company State is not present<br>9) HI39 County District Code is not present<br>10) HI39 CCS/GHPP Worker Code is not present | Contact the CMS Net Help Desk. |

# Complete List of HIS Alerts that affect CCS/GHPP

| Alert # | F or W | Action | Alert Text | Comments | Response |
|---|---|---|---|---|---|
| 57 | F | REJECT | INVALID KNOWN TO CMS INDICATOR ON MEDS | Error is generated when the MEDS Known to CMS Indicator has a value of space. | Submit a CMS Net transaction to establish or correct CCS/GHPP eligibility on MEDS. Resubmit the other health coverage information to HIS. |
| 58 | W | ALERT | TRANS SSN DOES NOT MATCH MEDS; PROCESSING WITH MEDS SSN | Error is generated when the HI39 CIN matches to a MEDS ID that is different from the HI39 MEDS ID (if present). | HIS has been updated with the other health coverage information using the MEDS ID from MEDS. Verify that other health coverage has been applied to the correct client. If not, resubmit the other health coverage information for the correct client and contact the CMS Net Help Desk for assistance in correcting the other health coverage for the incorrectly updated client. |
| 59 | W | ALERT | TRANS CIN DOES NOT MATCH MEDS; PROCESSING WITH SSN | Error is generated when the HI39 CIN does not match to the MEDS CIN, but a matching MEDS ID is found on MEDS. | HIS has been updated with the other health coverage information using the SSN from CMS Net. Verify that other health coverage has been applied to the correct client. If not, resubmit the other health coverage information for the correct client and contact the CMS Net Help Desk for assistance in correcting the incorrectly updated client. |

F or W Column:  F = FATAL, W = WARNING